

## Redesigning Contract Management for the Digital Era

The increasing demands from consumers for digital engagement across all aspects of the customer lifecycle, combined with rapidly changing market dynamics, requires lenders to take a more agile, customer-centric approach to market. To support this, businesses not only need to build new digital customer channels, but also increase efficiency and flexibility by working with adaptive technologies that help them stay relevant and competitive.

CGI is well placed to help with this opportunity as we have a strong heritage in the asset finance market. Our industry experts have created an asset finance servicing platform, CGI AFS360, which can be scaled and implemented to suit your needs, connecting to all interfacing systems seamlessly to put customer satisfaction at the heart of your business, truly digitalising middle and back office operations.

## CGI AFS360 at a glance

CGI AFS 360 is a digital Leasing and Financing platform with a fully flexible workflow that is business configurable, hosted on a highly available and scalable cloud platform providing greater customer insights and faster integrations.

The platform is designed to work in any way you choose allowing for rapid deployment with out of the box product configuration. It can also be customised to create a bespoke fit for your business and your customers.



### CGI AFS360 Case Study

During a period of market growth, our client, a large Automotive Captive, needed to be able to spend more time with customers, creating and delivering flexible financial products to remain competitive in the market.

Unfortunately, due to system complexity they were spending more time trying to fix IT problems or patch poor processes than concentrate on their business.

Implementation of new products and services was taking too much time and a heavy reliance on manual processes meant the cost to service existing customers was not scalable.

As experts in Manufacturing and Financial Services CGI jumped at the chance to put our extensive managed services wrapper around the clients systems. Our operations team delivered a 24/7 service to provide urgent system stability, whilst our AFS360 team were deployed to deliver new functionality at speed through our modular capability.

CGI delivered AFS360 for all core Mid-Office and Back-Office functions dealing with in-life and end of life requirements resulting in a 70% reduction in cost to serve and freed up internal staff to engage with customers driving record sales.

The diagram below describes the key functional modules that can be configured and implemented either as a stand-alone service or as complete end to end platform.



## Product Features

- Full lifecycle with a modular suite of services available covering Proposal, Contract, Asset and Customer Management
- Complete control with customisable workflow and interfaces providing optimised user experience
- Customisable profiles for different roles such as customer operations or credit risk providing faster information at your fingertips
- Rich interoperability through the Open System API Layer supporting new digital channels and self service
- Peace of Mind with SaaS service model providing full cloud platform management and upgrades
- Gain more insights through a data model providing standard warehouse and reporting feeds for interconnecting systems
- Information at your fingertips with a comprehensive management reporting dashboard

CGI's AFS360 offers businesses a dynamic modular platform that is responsive to changing market requirements and can provide vital business efficiencies with greater customer insights and integrations in a time of unprecedented change and increasing pressures.

## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 78,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

### For more information

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